



Government Customer Support Update

July, 2008

Please share this free monthly with others who serve Government's customers, and visit us at www.fedhelpdesk.osf.noaa.gov. Your news and comments are always welcome at Daryl.L.Covey@noaa.gov. *If you've received this in error, you'll find unsubscribe instructions below at the end.*

Announcing GCS '09!

Our eighth annual Government Customer Support Conference program will be held **May 4-6, 2009 at the Hilton Old Town in Alexandria, VA**. Plan now to join us for another great learning experience in contemporary customer support!

Speaker Call for GCS '09

Session proposals are now being accepted for the GCS '09 program in May. If you're a Government employee experienced in supporting Government's customers and interested in sharing your lessons learned, please email me for the proposal forms. Others interested should contact Lisa@hthts.com.

****INFORMATION****

Web Self Service

http://www.govtech.com/gt/articles/366273?utm_source=newsletter&utm_medium=email&utm_campaign=DC_2008_6_24

Wikis

http://techinsider.nextgov.com/2008/06/government_in_a_wiki_world_part_4.php

Measuring Performance

<http://www.ciol.com/technology/networking/feature/the-service-desk-conundrum/5308104194/0/>

Web Enabled 911

http://www.govtech.com/gt/articles/365413?utm_source=newsletter&utm_medium=email&utm_campaign=Emergency%20Management_2008_6_24

Customer Collaboration

<http://blog.epa.gov/partners/>

Online Services

http://www.govtech.com/gt/articles/370509?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN_2008_6_10

****RESOURCES****

CRM Buyer's Guide

<http://www.destinationcrm.com/BuyersGuide/Default.aspx>

State of the Internet

http://www.akamai.com/dl/akamai/akamai_state_of_the_internet_q1_2008.pdf

Hiring & Retention

<http://www.jobjournal.com/thisweek.asp?artid=2363>

Surviving Budget Cuts

http://www.govtech.com/gt/articles/371285?utm_source=newsletter&utm_medium=email&utm_campaign=GTEN_2008_6_11

****OPPORTUNITIES****

Speaker Call

Government Customer Support Conference
Alexandria, VA – May 4-6, 2009
Email Daryl.L.Covey@noaa.gov for proposal forms

Experienced Program Manager

Help Desk/Service Desk/Contact Center Background
Available in the DC area -- email me to get in touch.

311 Networking

Email Jerry.Keely@co.pinal.az.us

Webinar

Government Call Center Satisfaction Index
July 16

<http://survey.cfgroup.com/cgi-bin/qwebcorporate.dll?idx=5YDPFU>

Local Networking

If you're a Government employee interested in starting a customer support networking group in your local area, I'll be glad to help get the word out here.

****EVENTS****

Acquisition

Denver, July 8

<http://www.potomacforum.org/?view=221>

Social Media

Washington, July 14-17

http://www.aliconferences.com/conf/social_media_govt0708/index.htm

Business Continuity

New York, July 15-16

<http://www.cio.com/buscon08>

Biometrics

Washington, July 21-24

http://www.aliconferences.com/conf/biometricsforgov_0708/index.htm

Texas Technology Forum

Dallas area, July 28

<http://www.govtech.com/events/silo.php?id=267441>

Internal Branding

Chicago, August 4-7

http://www.aliconferences.com/conf/internal_branding0808/index.htm

****GOOD READING****

Government 2020

http://www-03.ibm.com/industries/government/doc/content/bin/Govt2020pape_gbeE03045-usen-00.pdf

Virtual Business

http://www.computerworld.com/action/article.do?command=viewArticleBasic&articleId=318544&intsrc=hm_list

****PARTING THOUGHT****

“How might the government policy and service platform look if we were designing for today’s realities and tomorrow’s challenges rather than past practices?”

– George K. Beard

Happy 4th!